



# **KY Medicaid Edifecs Ramp Manager User Instruction Manual**

*Kentucky 5010 Project*

*Cabinet for Health and Family Services  
Department for Medicaid Services*

July 7, 2011

<b>Cabinet for Health and Family Services Department For Medicaid Services</b>		
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# **1 Introduction**

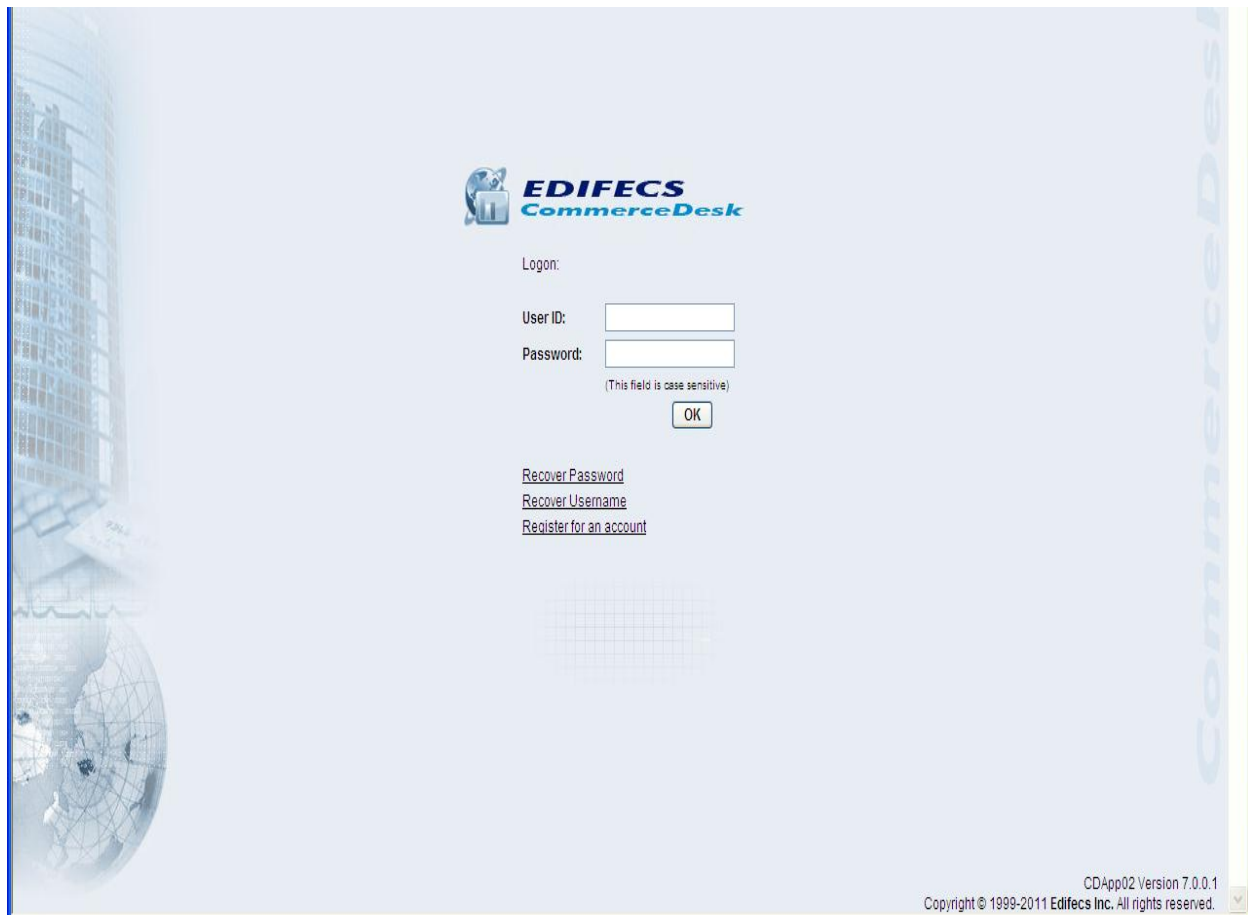
Edifecs Ramp Management provides a branded, self-service portal to onboard trading partners that reduces the resources, time and cost to integrate partners, while enhancing partner support and reducing the risk of errors in production.

In addition, it provides a best-practice approach to quickly and efficiently guide partners through every step of the on-boarding process. Self-service testing and troubleshooting decrease internal technical support requirements and accelerate task completion. Partner self-service testing is supported by communication tools and a resource library that simplifies, enriches and streamlines communication with partners. Dashboards and reports provide internal managers with a comprehensive view of partner progress.

## 2 Purpose

- Reduce cost to on-board trading partners using guided programs for self-service testing and troubleshooting; these programs aid partners in their on-boarding tasks and reduce the testing burden on internal staff;
- Shorten lead-time to production using best-practice on-boarding and testing processes that accelerate partner task completion;
- Provide better support to trading partners with a reference library, issue management system, and a dashboard that provide a rapid, accurate and comprehensive view of partner on-boarding status; and,
- Reduce risk of errors in production using a program and task model that delivers a best practice on-boarding process to yield high-quality results in production.

### 3 Register an Account

The image shows a web application interface for Edifecs CommerceDesk. The background is light blue with a faint image of a skyscraper and a globe. The Edifecs logo is at the top center. Below it is a 'Login:' section with 'User ID:' and 'Password:' labels, each followed by a text input field. A note '(This field is case sensitive)' is below the password field. An 'OK' button is below the password field. Below the login section are three links: 'Recover Password', 'Recover Username', and 'Register for an account'. At the bottom right, the text 'CDApp02 Version 7.0.0.1' and 'Copyright © 1999-2011 Edifecs Inc. All rights reserved.' is visible.

**EDIFECs**  
CommerceDesk

Login:

User ID:

Password:

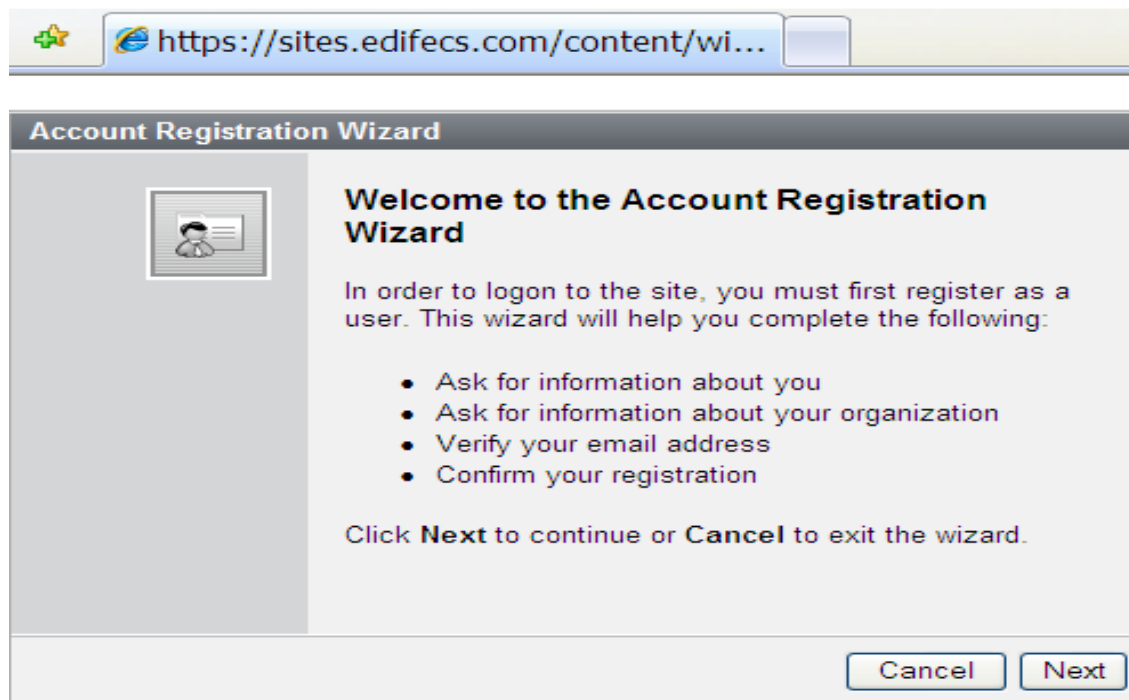
(This field is case sensitive)

OK

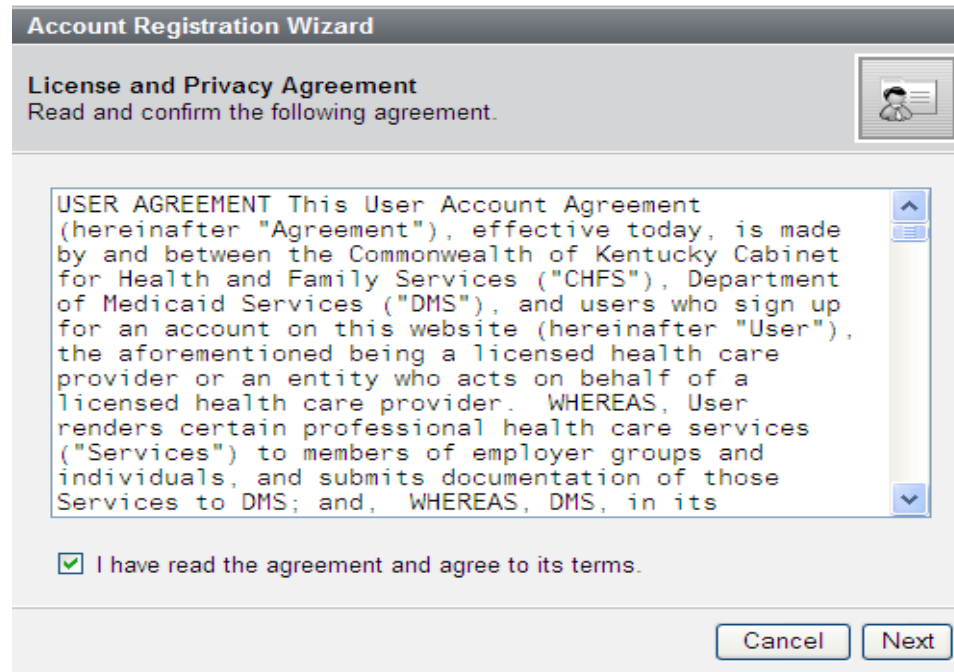
[Recover Password](#)  
[Recover Username](#)  
[Register for an account](#)

CDApp02 Version 7.0.0.1  
Copyright © 1999-2011 Edifecs Inc. All rights reserved.

To register an Account click on the Register Link to Self-register and create a user profile account for the Kentucky Medicaid Ramp Manager System. The link to the Ramp Manager System is available at <https://sites.edifecs.com/sites/default/start.jsp?uid=tuvWi9K&SiteKey=medicaidky&UserName=>



- Click Next to continue;



The screenshot shows a window titled "Account Registration Wizard" with a sub-header "License and Privacy Agreement". Below the sub-header is the instruction "Read and confirm the following agreement." and a small icon of a person reading a document. A text area contains the following text:

USER AGREEMENT This User Account Agreement (hereinafter "Agreement"), effective today, is made by and between the Commonwealth of Kentucky Cabinet for Health and Family Services ("CHFS"), Department of Medicaid Services ("DMS"), and users who sign up for an account on this website (hereinafter "User"), the aforementioned being a licensed health care provider or an entity who acts on behalf of a licensed health care provider. WHEREAS, User renders certain professional health care services ("Services") to members of employer groups and individuals, and submits documentation of those Services to DMS; and, WHEREAS, DMS, in its

Below the text area is a checkbox with a checkmark and the text "I have read the agreement and agree to its terms." At the bottom right are two buttons: "Cancel" and "Next".

- Read the License Agreement;
- Click Next to continue;



**Account Registration Wizard**

**Create User Identification Name and Password**  
Register your account and contact information. The \* denotes a required field.

**Contact Name, Title and Email**

First Name: \*  M.I.  Last Name: \*

Title:

Email Address: \*

Confirm Email Address: \*

Preferred Email Type:

**Phone and Fax**

Business Phone:  Ext.:

Cell Phone:

Home Phone:

Business Fax:

**Business Address**

Address Line 1:

Address Line 2:

City:  State:

Zip:  Country:

**User Name, Password & Security Question**

User Name: \*

Password: \*  Confirm Password: \*

Choose a password that is at least eight(8) characters long.

Security Question:

Your Answer:

If you forget your password you'll need to confirm this information. To protect your account, make sure "Your Answer" is memorable for you but hard for others to guess!

- Complete User Identification Name and Password Screen;
- Click Next to continue;

**NOTE: HP/EDI request that all fields be completed; the User Name of the account must be the KY Medicaid 10- digit Trading Partner ID 99XXXXXXXXX.**

**Account Registration Wizard**

**Enter your Organization Information**  
Please fill out the form below, the \* denotes a required field.

**Trading Partner**

**Name and Identifiers**  
Name: \* 9900002154

**Phone, URL, and Email**  
Copy User Information  
Primary Phone: 800-205-4696 Extension:   
Primary Fax:   
Email Address: ky\_edi\_helpdesk@hp.co  
Home Page:   
Commerce Page:

**Billing Address**  
Billing Address Line 1:   
Billing Address Line 2:   
City:  State/Region:   
Zip/Postal Code:  Country: Please select a country

**Shipping Address**  
Shipping Address Line 1:   
Shipping Address Line 2:   
City:  State/Region:   
Zip/Postal Code:  Country: Please select a country


- Complete the Organization information;
- If prior page was completed use the Copy User Information to Auto Populate the information; and,
- Click Next to continue.

**Account Registration Wizard**

**Verify Account Creation**  
Enter the following information to verify account creation.

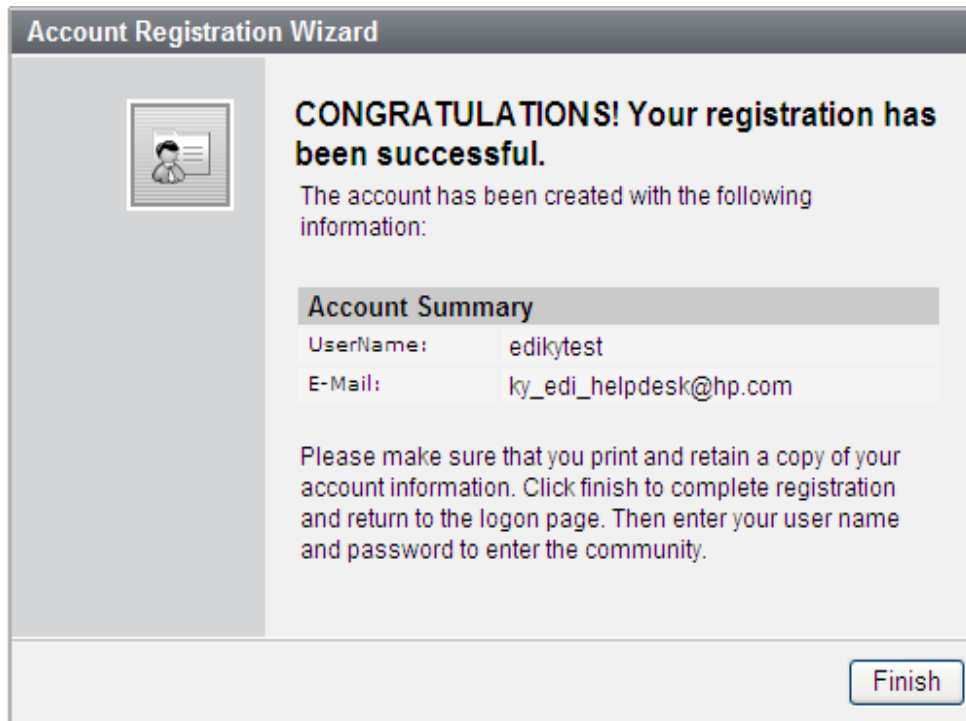
**Email Verification**  
An email with a "Code" has been sent to [ky\\_edi\\_helpdesk@hp.com](mailto:ky_edi_helpdesk@hp.com). Enter the "Code" in the box below. This code is case sensitive.\*  
dEbup3Bd  
(This step helps prevent invalid emails.)

**Word Verification**  
Enter the word as it is shown in the box below. This code is case sensitive.\*  
IrZjyf2q  
(This step helps prevent automated registrations.)

  
[Help for sight impaired](#)

- Enter the Word Verification to verify the account creation; and,
- Click Next to continue.

*\*Only type letters and numbers in red.*

A screenshot of a web application window titled "Account Registration Wizard". On the left is a vertical grey sidebar containing a small icon of a person at a computer. The main content area has a light grey background. At the top, it says "CONGRATULATIONS! Your registration has been successful." in bold. Below this, it says "The account has been created with the following information:". A box titled "Account Summary" contains two lines: "UserName: edikytest" and "E-Mail: ky\_edi\_helpdesk@hp.com". Below the summary box, there is a paragraph of text: "Please make sure that you print and retain a copy of your account information. Click finish to complete registration and return to the logon page. Then enter your user name and password to enter the community." At the bottom right of the window is a button labeled "Finish".

**Account Registration Wizard**

**CONGRATULATIONS! Your registration has been successful.**

The account has been created with the following information:

**Account Summary**

UserName: edikytest

E-Mail: ky\_edi\_helpdesk@hp.com

Please make sure that you print and retain a copy of your account information. Click finish to complete registration and return to the logon page. Then enter your user name and password to enter the community.

**Finish**

- The account registration is complete, click on Finish.

### 3.1 Logging On to a Ramp Management Business Application

#### TO LOG ON TO A RAMP MANAGEMENT BUSINESS APPLICATION

1. Go to the KY Ramp Management Site at <https://sites.edifecs.com/sites/default/start.jsp?uid=tuvWi9K&SiteKey=medicaidky&UserName=>

2. Type your user name in the **User ID** text box.
3. Type your password in the **Password** text box.
4. Click Sign In.

**Logon Wizard**

**Partner Profile Confirmation**  
Please confirm your partner profile

**1 Profile Confirmation**  
This Partner profile is not confirmed. Please review and confirm it. The profile was last modified by System on April 20, 2011.  
Confirm Profile: ☒

**2 Partner Profile (Organization)**

**Name and Identifiers**  
Name: \* martha Senn

**Phone, URL, and Email**  
Primary Phone: Extension:   
Primary Fax:   
Email Address: martha.senn@hp.com  
Home Page:   
Commerce Page:

**Billing Address**  
Billing Address Line 1:   
Billing Address Line 2:   
City: State/Region:   
Zip/Postal Code: Country: Please select a country

**Shipping Address**  
Shipping Address Line 1:   
Shipping Address Line 2:   
City: State/Region:   
Zip/Postal Code: Country: Please select a country

< Previous Next >

- Add any additional profile information; and,
- Click Next to continue.

*\*The Partner Profile confirmation screen appears once on the initial log on. User can update profile information at any time. After completion select Next to confirm the Welcome screen appears.*



Click **Manage** next to your user name in the top right corner of the Ramp Management ActionBar. The View Contact screen is displayed.

### 3.2 Logging Off from a Ramp Management Business Application



#### TO LOG OFF

- Click **Logoff** on the ActionBar, located in the top right corner of the screen. The Ramp Management Login screen is displayed.

### 3.3 Compliance Report

Home Programs KY 5010 Validation P... Help Logoff

Validation Error Report

Close ? Split Errors Data Guide Report Download Certify

Select Report Layout: Summary - By Transaction

**Compliance Report** State of Kentucky Medicaid Community

Layout: Summary - By Transaction

Submitted: Friday, July 06, 2011 03:13:12 PM (GMT)

This report shows the results of a submitted data file validated against a guideline. If there are errors, you must fix the application that created the data file and then generate and submit a new data file.

Test Summary	Page Information
<p>Passed 0 Error(s)</p> <p>0 Errors Required for Pass</p>	<p>Program Name: KY 5010 Validation Program</p> <p>Task Name: Validate 837P Claims</p> <p>Guideline Name: Generic 5010 - 837P Guidelines</p> <p>Data File Name: X12_837P_G00022_F00124.txt_5010</p> <p>Preprocessed Data File Name:</p> <p>Data Submitted By: Martha Senn</p>

**Document**

Errors at Document level: 0		Interchange Received: 1	
		Interchange Accepted: 1	
<b>1 Interchange</b>			
Errors at Interchange level: 0		Functional Group Processed: 1 Functional Group Received: 1 Functional Group Accepted: 1	Sender: ZZ/9900000008 Receiver: ZZ/KYMEDICAID Qualifier/ID: Qualifier/ID: Control: 003348394 Version: 00501 Number: Date: 110614 Time: 0939
<b>1.1 Functional Group</b>			
Errors at Functional Group level: 0		Transaction Included: Transaction Received: 1 Transaction Accepted: 1	Sender ID: 9900000008 Receiver ID: KYMEDICAID Control: 3364911 Version: 005010X222A1 Number: Date: 20110614 Time: 0939
<b>1.1.1 Transaction</b>			
Errors at Transaction level: 0		Transaction ID: 837 Control Number: 0001	

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#### Compliance Report Summary by Transaction

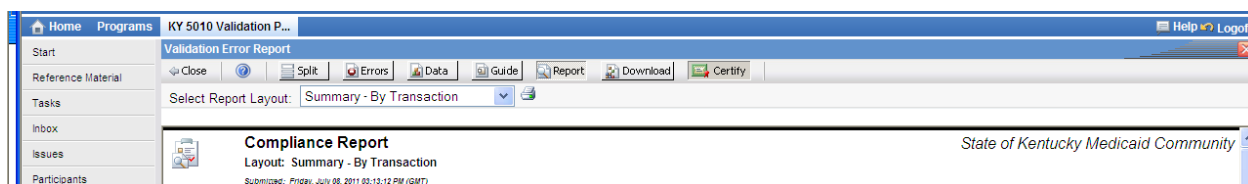
Click on **Report** to achieve this view; screen print into a word document along with the Validation Certificate. Send the document to the KY Medicaid EDI Helpdesk at [KY\\_EDH\\_Helpdesk@hp.com](mailto:KY_EDH_Helpdesk@hp.com).

### 3.4 Creating a Validation Certificate

When a partner completes an EDI data validation task against an ECS guideline, a validation certificate can be generated in Ramp Management.

To create a validation certificate

1. Click the **Programs** tab, and then click the name of the program containing the EDI data validation task you have completed.
2. Click **Tasks** on the NavigationBar. A list of program tasks is displayed.
3. Click the name of the EDI validation task. Details of the task are displayed.
4. Click **Create Certificate**. A certificate is automatically generated.
5. Click **View Certificate** to view the generated certificate in a new screen.
6. Click **Close**.



The **Certify** button is displayed for completed test only. If the test file fails the Certify button is not displayed as an option.



## 4 What to Do If You Forget Your User Name

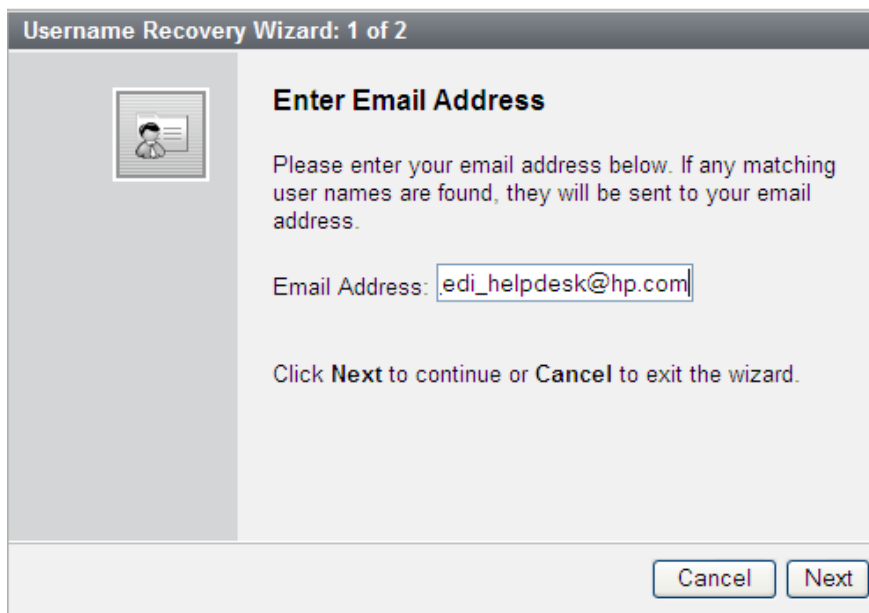
If you have forgotten your Ramp Management user name, you can use the User Name Recovery Wizard to request that it be sent to your email address.

### 4.1 To recover your USER NAME

1. Type the URL of the Ramp Management community in your web browser Address Bar, and then press Enter. The Ramp Management Login screen is displayed;

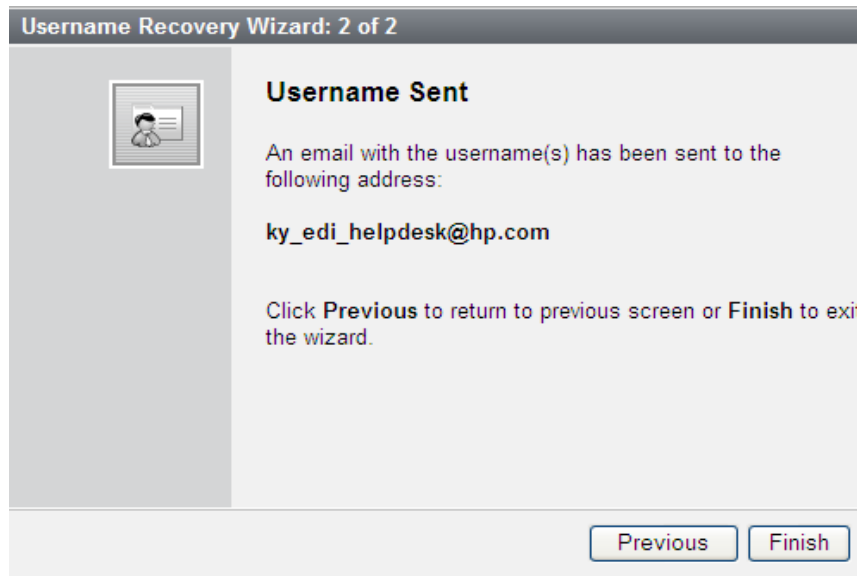
The image shows the Edifecs CommerceDesk login interface. It features a 'Ligon:' label, a 'User ID:' field with a cursor, and a 'Password:' field. Below the password field is a note '(This field is case sensitive)' and an 'OK' button. At the bottom, there are three links: 'Recover Password', 'Recover Username', and 'Register for an account'.

2. Click the Recover Username link;

The image shows the 'Username Recovery Wizard: 1 of 2' window. It has a title bar and a sidebar with a user icon. The main area is titled 'Enter Email Address' and contains the instruction: 'Please enter your email address below. If any matching user names are found, they will be sent to your email address.' Below this is an 'Email Address:' label followed by a text box containing 'edi\_helpdesk@hp.com'. At the bottom, it says 'Click Next to continue or Cancel to exit the wizard.' and has 'Cancel' and 'Next' buttons.

3. Type your Email Address, and then click "Next". This must be the email address specified in your Ramp Management community contact profile; and,





4. Click Finish. Your user name is sent to your email address.

#### 4.1.1 Example Email for Username Reminder

-----Original Message-----

From: support@edifecs.com [mailto:support@edifecs.com]

Sent: Tuesday, June 14, 2011 2:10 PM

To: KY\_EDI\_Helpdesk

Subject: Username Reminder

Dear User,

Following your on-line request, this e-mail contains the list of usernames that you can use to logon to the HP Kentucky Medicaid site:

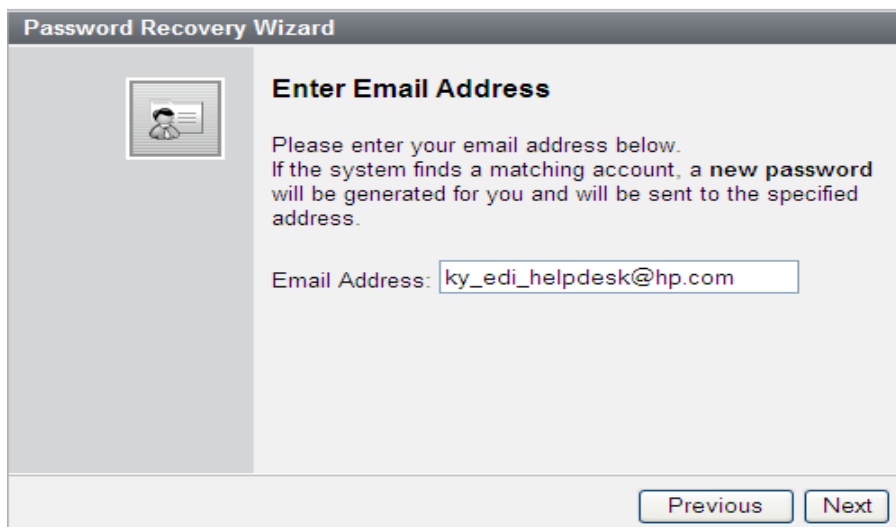
kyeditest

## 5 What to Do If You Forget Your Password

If you have forgotten your password, you can use the Password Recovery Wizard, accessed from the Ramp Management application Logon screen, to request a new password.

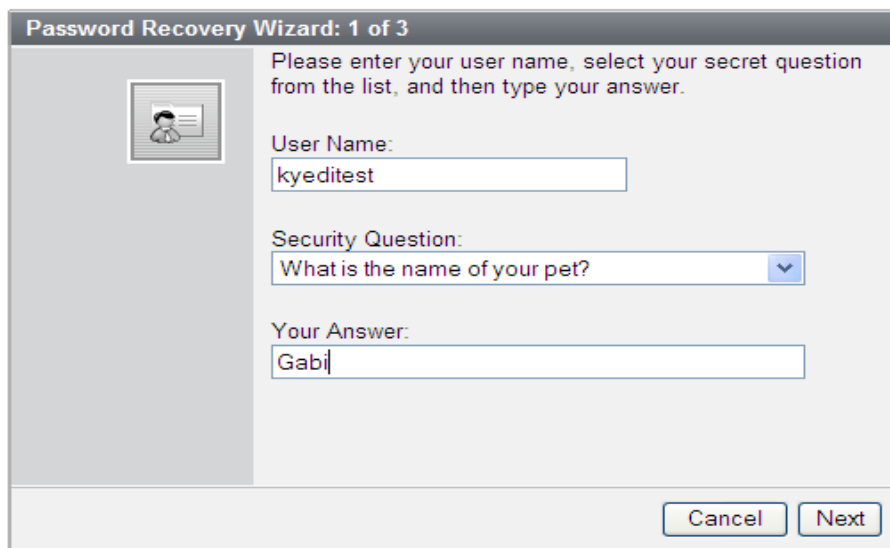
### 5.1 To recover your password

1. Type the URL of the Ramp Management application's web site in your web browser Address Bar, and then press Enter. The application Logon screen is displayed;
2. Click the Recover Password link;



The screenshot shows a web browser window titled "Password Recovery Wizard". On the left is a grey sidebar with a small icon of a person at a computer. The main content area has the heading "Enter Email Address" in bold. Below the heading, it says: "Please enter your email address below. If the system finds a matching account, a new password will be generated for you and will be sent to the specified address." There is a text input field labeled "Email Address:" containing the text "ky\_edi\_helpdesk@hp.com". At the bottom right of the form are two buttons: "Previous" and "Next".

3. Type your Email Address;
4. Click Next. An email message containing a unique password code is automatically sent to your email address; and,
5. At the Ramp Management Logon screen, log on with your new password.
6. Click Next to continue



**Password Recovery Wizard: 1 of 3**

Please enter your user name, select your secret question from the list, and then type your answer.

User Name:  
kyeditest

Security Question:  
What is the name of your pet?

Your Answer:  
Gabi

Cancel Next

*Note*

- Password recovery codes are sent to the email address specified in your Ramp Management community contact profile.

7. Click Next to continue.

### 5.1.1 Example Email for Password Recovery Code

**From:** support@edifecs.com [mailto:support@edifecs.com]

**Sent:** Tuesday, June 14, 2011 2:35 PM

**To:** KY\_EDI\_Helpdesk

**Subject:** Password Recovery Code

Dear Clearinghouse EDI,

Following your request for password recovery a unique code has been generated to further verify your identity


Code: bUm3urb

Please enter this code now in the password recovery wizard.

Please note that if you close the browser window prior to entering this code it will automatically become invalid.

You will have to run the Password Recovery Wizard again.

**Password Recovery Wizard: 2 of 3**




An e-mail has just been sent out to the e-mail associated with your account that contains a unique code. Please enter this code now. Note that if you close the browser window that code will no longer be valid and you will need to run the Password Recovery Wizard again.

Code:

8. Enter Code provided in email;
9. Click Next to continue;

**Password Recovery Wizard: 3 of 3**



Dear Clearinghouse EDI

This is your new password:

**H7AqNTUDvW**

10. Click Finish to return to the logon screen; and,
11. Enter user name and new password.

## 6 How to access Help

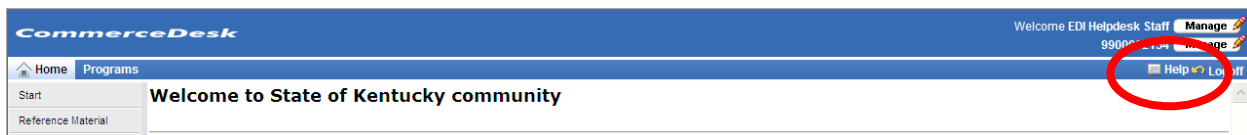
### 6.1 Using Help

Ramp Management business applications include comprehensive Help designed to provide a step-by-step guide to using the features of the installed system.

Most application screens contain brief instructions for performing pertinent tasks. In addition, a Help button provides help with the fields in the current screen.

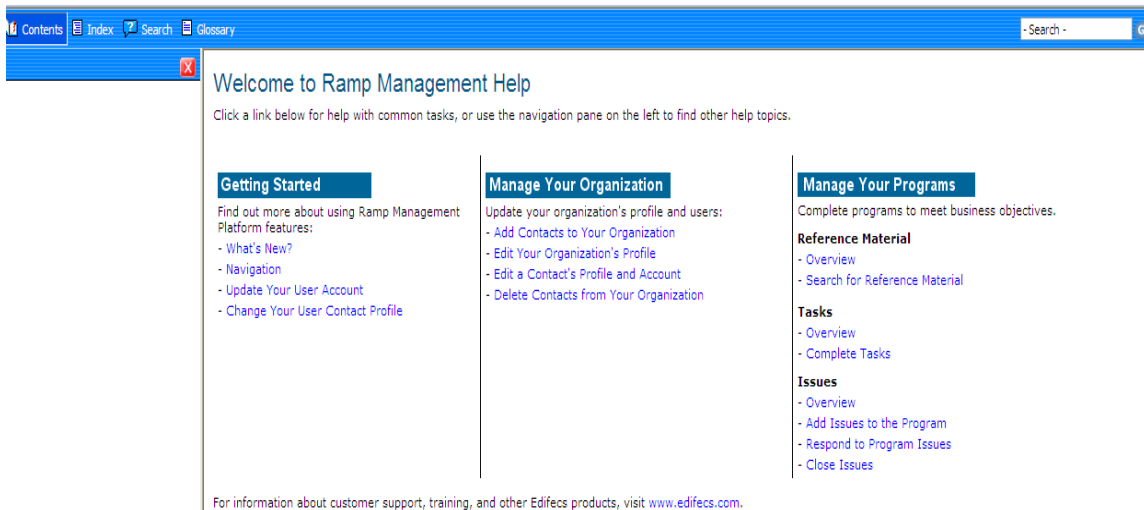
To get help with the current screen

- Click the **Help** button on the screen ActionBar. A new browser window opens, containing help for each field in the current screen.



To open the Application Help file

- Click the **Help** button on the application ActionBar, located in the top right corner of the application window.



- Help is displayed in a new browser window. Click Contents, Index, or Search to find the relevant Help topic.

## **7 Contact Information**

### **7.1 Helpful links**

- KY Ramp Manager at <http://www.kymmis.com/kymmis/Electronic%20Claims/5010provoutreach.aspx>;
- KYMMIS page at [www.kymmis.com](http://www.kymmis.com);
- Centers for Medicare and Medicaid Services at <http://www.cms.gov>;
- Washington Publishing Company at <http://www.wpc-edi.com>;
- Workgroup for Electronic Data Interchange at <http://www.wedi.org>; and,
- KY Department for Medicaid Services at <http://chfs.ky.gov/dms>.

### **7.2 Contact Information**

- If you have questions, contact the EDI Helpdesk by email at [ky\\_edi\\_helpdesk@hp.com](mailto:ky_edi_helpdesk@hp.com) or by phone at 800-205-4696; and,
- If you have technical questions regarding the KY Ramp Management System contact [support@edifecs.com](mailto:support@edifecs.com).